Academic Program Review

ACADEMIC YEAR	2014	☐ Basic Skills ☐ Transfer ☒ Career Technical Education (CTE)
PROGRAM	Pharmacy Technician	
DEPARTMENT	DepartmentNursing & Allied Health	
DIVISION	Divisionhealth & Science	
SUBMITTER	Susan Carreon	

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL **1**	**INSTITUTIONAL MISSION AND EFFECTIVENESS** – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success.
INSTITUTIONAL GOAL **2**	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.
INSTITUTIONAL GOAL **3**	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.
INSTITUTIONAL GOAL **4**	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	**INSTITUTIONAL GOAL(S)** (Check all that apply.)

1	**PAST PROGRAM GOAL #1**	**INSTITUTIONAL GOAL(S)**
	Identify Program Goal from Last Program Review: Conduct Graduate Follow-up to assess employment and State Licensure	☒ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** A brief graduate follow-up survey using Survey Monkey was developed but has not been implemented. Implementation is planned as a goal for 2014-2015	
2	**PAST PROGRAM GOAL #2**	**INSTITUTIONAL GOAL(S)**
	Identify Program Goal from Last Program Review: Develop an externship experience for students in local pharmacies	☒ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☐ Partially Met ☒ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** Not met due to lack of faculty to develop/teach and lack of funding to support additional course. The one faculty member has since learned of a “virtual pharmacy “ software program that could provide more realistic learning for students.	

Comments:

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH

1. Summarize and analyze all disaggregated data by day, evening, gender, ethnicity, and distance education regarding enrollments, fill rates, productivity, completion, success, retention, persistence, and transfer (complete a, b, & c). ***Attach graphs or trend data***.

   a. Discuss and chart the trends in enrollment and fill rate for each program by day and evening at the program level.
   This is a 6 course program where courses do not need to be taken in sequence except that AHP108,125 and 140 require the pre-requisite of AHP 100. This is a part-time program offered in evenings. Course completion rates have ranged from 78% to 100% but success rates have been slightly less- 50% to 96%, with the trend being significantly higher since 2012. Most courses consistently fill at over cap, especially very recently. Students who complete all courses are eligible to obtain state Licensure through the California Board of Pharmacy. Graduates are also eligible to apply for National Certification through the Pharmacy Technician Certification Board.

   b. What are the trends in productivity? (WSCH/FTEF) The goal is 525 as per state guidelines. A low number means that we are below target levels for productivity. For example, in a small class that has a mandated cap of 15 students, the fill rate may be 100% but the productivity number (WSCH/FTEF) will be very low. A class with a cap of 40 students with a 100% fill rate will have a productivity number close to or above 525.
   No productivity data was provided but the class cap for most of the courses is low due to the hands-on nature of the program. In recent years the enrollment in most classes is over cap which should increase the overall WSCHE/FTE.

   c. Discuss and chart the success and retention rates by day, evening (extended day), and online classes in each program and identify gaps.
   This is a part time program with all classes offered in the evenings. Success rates range from 96%, with the current trend significantly higher. Completion rates range from 71% to 100%, with the current trend significantly higher.

   d. Discuss and chart the success and retention rates in each program and identify gaps for five ethnic groups. (African-American, White, all Hispanics, Other, Unknown).
   No ethnic data provided but conclusions can be drawn that there are no differences between groups since overall success and retention is very high, especially in recent years.

   e. Discuss the trends in the number of degrees or certificates awarded, if applicable. (You may be able to expand more about this in B.3 below.)

This program offers a Certificate or an Associate degree. The numbers for both are very small. Based upon anecdotal information related to the numbers of State Licensure applications processed, we know that those who qualify for certificates and degrees do not apply for them at the college. The faculty has recently been making more effort to encourage students to apply but the college process takes some effort and needs to be looked at to simplify the effort for students.

f. What program changes, if any, will you recommend that you expect would have a positive effect on your students in your program, if applicable?

Simplifying the college processes for applying for certificates and degrees will help provide better data about student success in this program. We also need to implement the graduate follow-up to gain more data about employment and licensure of students as well as feedback from graduates for program improvement. Obtaining the "virtual pharmacist" software for use in AHP 140 will provide more realistic job related learning experiences for students until such time as the college can support an additional externship course/instructor. Getting appropriate courses and the instructor approved to offer in an on-line or hybrid format will increase student access.

2. Summarize revisions, additions, deletions, or alternate delivery methods to courses and/or program based on the last program review.
See number 1. f above re "virtual pharmacist" software. Instructor has also made more effort to get students to apply for certificates and degrees as well as apply for State licensure

3. Evaluate the program's viability by addressing program completion, size (FTES), projections (growing/stable/declining), and quality of outcomes. For CTE programs, also include labor market projections, placement, and performance on external testing/exams (i.e. ASE, NABCEP) and industry-recognized credentials, placement, and performance on external testing or exams (NCLEX, ASC, NAP).

This is a strong program with high student demand. Success, completion, and retention rates are high in recent years.
The Pharmacy Technician program at Imperial Valley College meets a labor market demand. Employment trends for this field are derived from a variety of sources. These are listed below:

Employment Trends (Employment Development Department):

Occupation	TOP Code	SOC Code	2008	Average Job Openings per Year
Pharmacy Technician	1221.00	292052	80	4*

*Same data as 2012. No updates from State Employment Development
Occupational Employment Projections 2008-2018 for Imperial County
http://www.labormarketinfo.edd.ca.gov/CommColleges/

The EDD data is not current and there is a need to gather more recent employment data other than the anecdotal data that most students find employment in the field. The implementation of the Affordable Care Act should increase the need for more P. Techs.

C. FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

	FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)
1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
	Identify Goal: Improve program follow-up procedures to reflect accurate employment and licensure data and graduate feed-back.	☒ 1 ☒ 2 ☐ 3 ☐ 4
	Objective: 1.1 Use previously developed graduate survey to solicit data re employment, licensure and feedback for program improvement 1.2 develop system for recording/tracking state licensure applications	

Task(s): 1.1.1 Refine survey instrument 1.1.2 Develop email message for survey 1.1.3 Conduct email survey by 6 months after completion of AHP140 1.1.4 Analyze survey results 1..1.5 Prioritize recommendations for improvement 1.**2.**1 Faculty provide NAH office with list of completers of AHP140 1.2.2 NAH office record State Licensure apps against completer list 1.2.3 NAH office/faculty Validate licensure using state pharmacy web-site				
Timeline: 1.1 by 6 months after completion of AHP 140 1.2 from 1 to 6 months after completion of AHP 140				
EXPENSE TYPE	**FUNDING TYPE**		**RESOURCE PLAN** (Check all that apply.)	**BUDGET REQUEST**
☐ One-Time ☐ Recurring	☐ Categorical Specify:	☐ General Fund	☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$_____
2	**FUTURE PROGRAM GOAL #2** Budget Priority #2			**INSTITUTIONAL GOAL(S)**
Identify Goal:	Enhance Student learning via realistic job related student experience			☒ 1 ☒ 2 ☐ 3 ☐ 4
Objective:	2.1 Incorporate use of e-learning technology to reflect real life pharmacy experiences			
Task(s):	2.1.1 Request funds to pilot "virtual pharmacist" for students in AHP140 2.1.2 Implement "virtual" pharmacist' e-learning for one semester to evaluate			
Timeline:	spring 2015			
EXPENSE TYPE	**FUNDING TYPE**		**RESOURCE PLAN** (Check all that apply.)	**BUDGET REQUEST**
☒ One-Time ☐ Recurring	☐ Categorical Specify:	☒ General Fund	☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing	$6500_____

3	FUTURE PROGRAM GOAL #3 Budget Priority #3	INSTITUTIONAL GOAL(S)
Identify Goal:	Improve student access via on-line or hybrid classes	☒ 1 ☒ 2 ☐ 3 ☐ 4
Objective:	3.1Develop on-line or hybrid format for selected courses	
Task(s):	3.1. Seek college approval for selected on-line courses 3.2 Instructor to be trained/approved to offer on-line instruction	
Timeline:	Summer 2015	

EXPENSE TYPE	FUNDING TYPE		RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify:	☐ General Fund	☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	$_____

TOTAL BUDGET REQUEST	$6,500_____

1. How will your enhanced budget request improve student success?

Using more realistic learning experiences will help students prepare for job experience and can be a substitute until a clinical externship course can be developed and approved.

Comments:

III. INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

IV. PROGRAM LEARNING OUTCOMES (PLOs)

PROGRAM LEARNING OUTCOMES (Describe learning outcomes.)	**ISLO(S)** [Link PLO to appropriate ISLO(s).]

PLO 1	**PROGRAM LEARNING OUTCOME #1**	**ISLO(S)**
	Identify Program Outcome: : Calculate oral and parenteral dosage for a given medication scenario Est. Completion Date: Dec., 2013 Way(s) to assess: Use of rubric for practical exams in AHP 130.	☒ ISLO 1 ☒ ISLO 2 ☒ ISLO 3 ☒ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Student success in AHP 130 for Fall 2012 is 90%	
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

PROGRAM LEARNING OUTCOME #2		
Identify Program Outcome: Demonstrate accurate compounding for medication scenario and identify patients that need to be counseled by a licensed pharmacist. Est. Completion Date: Dec., 2013 Way(s) to assess: Use of rubric for practical exams in AHP 140.		
Measurable Outcome Summary: Student success for AHP 140 in Spring 2013 is 96%		
☒ Met	☐ Partially Met	☐ Not Met
Provide detail on any improvements/effectiveness and detail status on those not fully met:		

Program Outcomes and Course Alignment Grid for Imperial Valley College

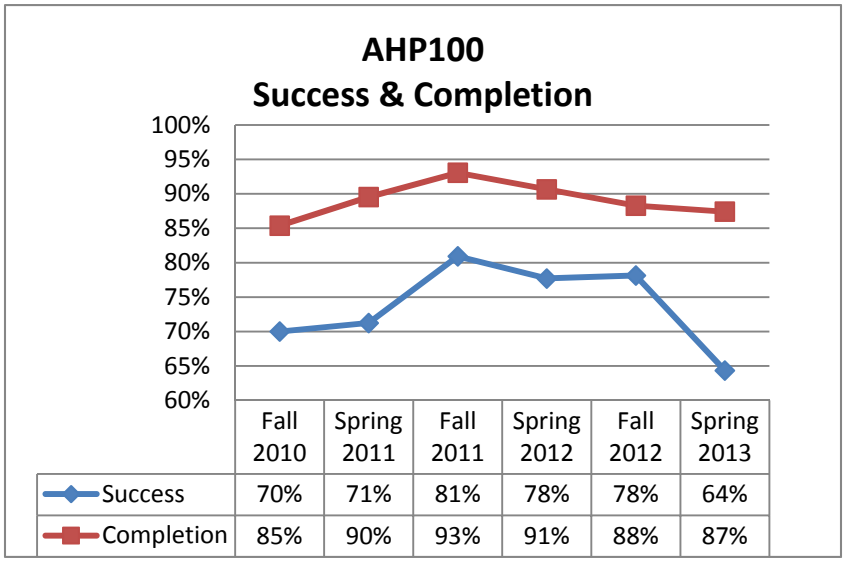
Program: Pharmacy Technician Certificate, Degree, & Program Completed on: February 19, 2014

Prepared by : Susan Carreon and Cynthia Ramirez

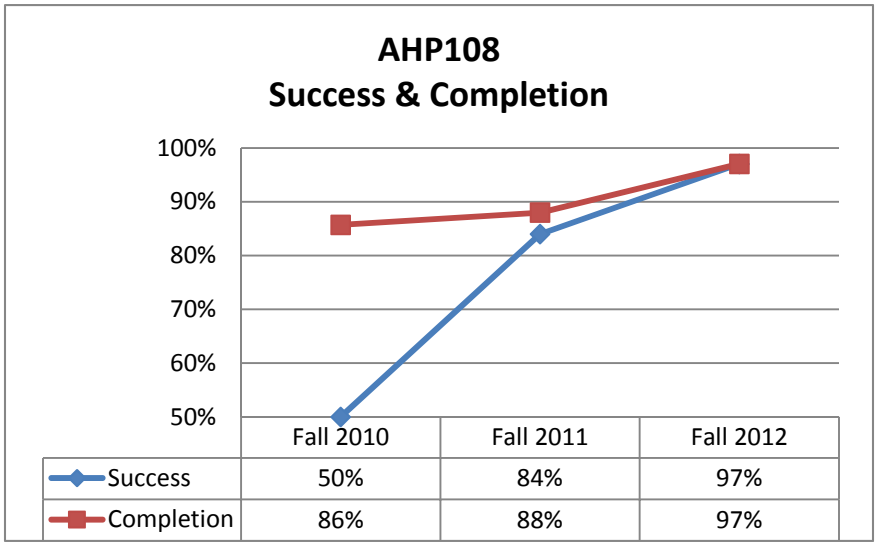
Course	Communication	Critical Thinking	Personal Responsibility	Information Literacy	Global Awareness	# of Outcomes identified so far for course
AHP 100	3	3	1	2	2	4
AHP 108	3	1	2	3	3	2
AHP 120	3	3	1	3	0	3
AHP 125	0	3	1	3	3	3
AHP 130	0	3	2	3	0	3
AHP 140	3	3	3	3	3	5

**FIVE POINT KEY: Using this key, to receive a 3 or 4 the ISLO needs to be measured through the outcome and assessment.

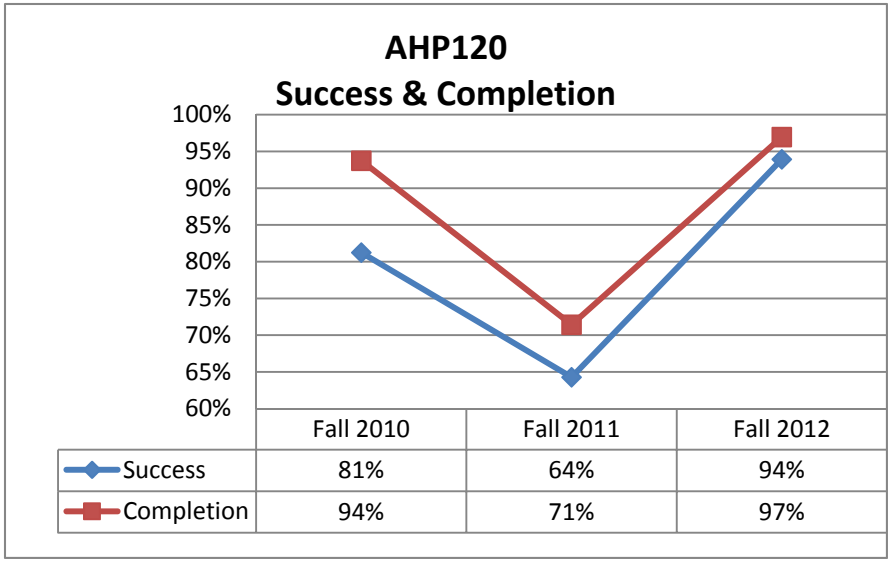
4= This is a STRONG focus of the course. Students are tested on it or must otherwise demonstrate their competence in this area.
3= This is a focus of the course that will be assessed.
2= This is a focus of the course, but is NOT assessed.
1= This is briefly introduced in the course, but not assessed.
0= This is not an area touched on in the course.



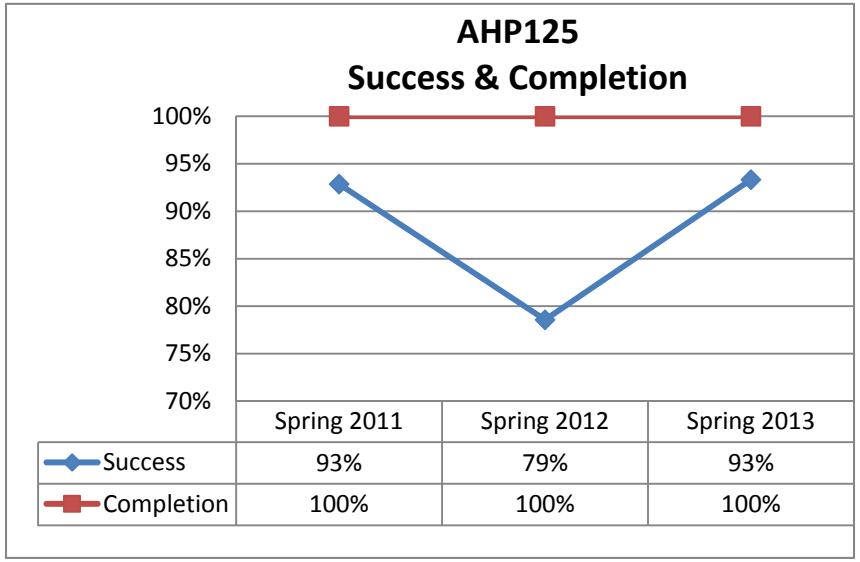
	Fall 2010	Spring 2011	Fall 2011	Spring 2012	Fall 2012	Spring 2013
Success	70%	71%	81%	78%	78%	64%
Completion	85%	90%	93%	91%	88%	87%



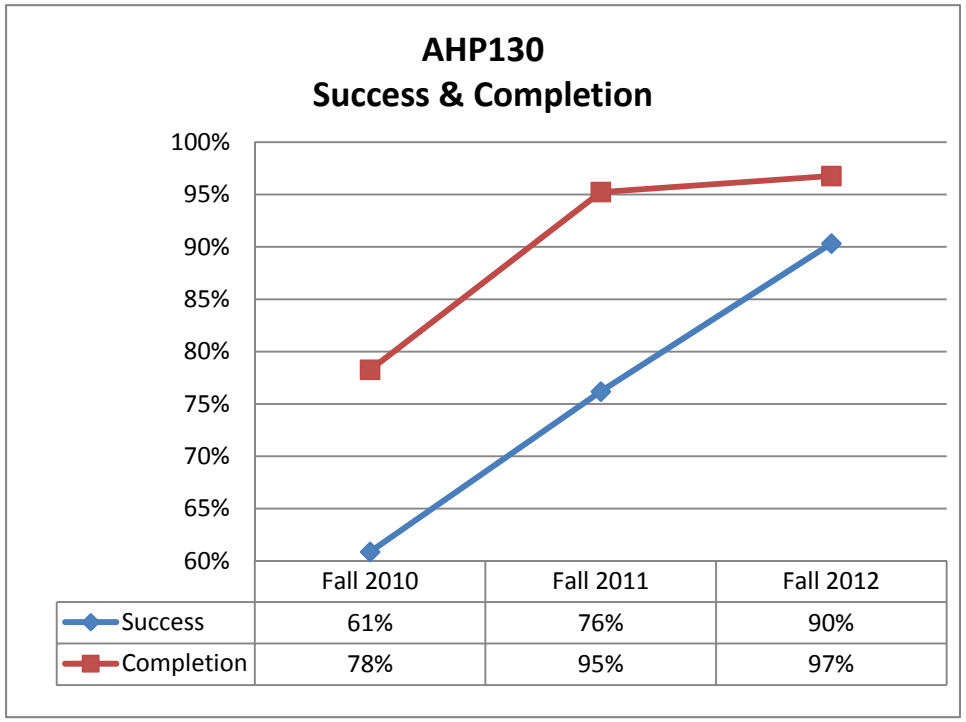
	Fall 2010	Fall 2011	Fall 2012
Success	50%	84%	97%
Completion	86%	88%	97%

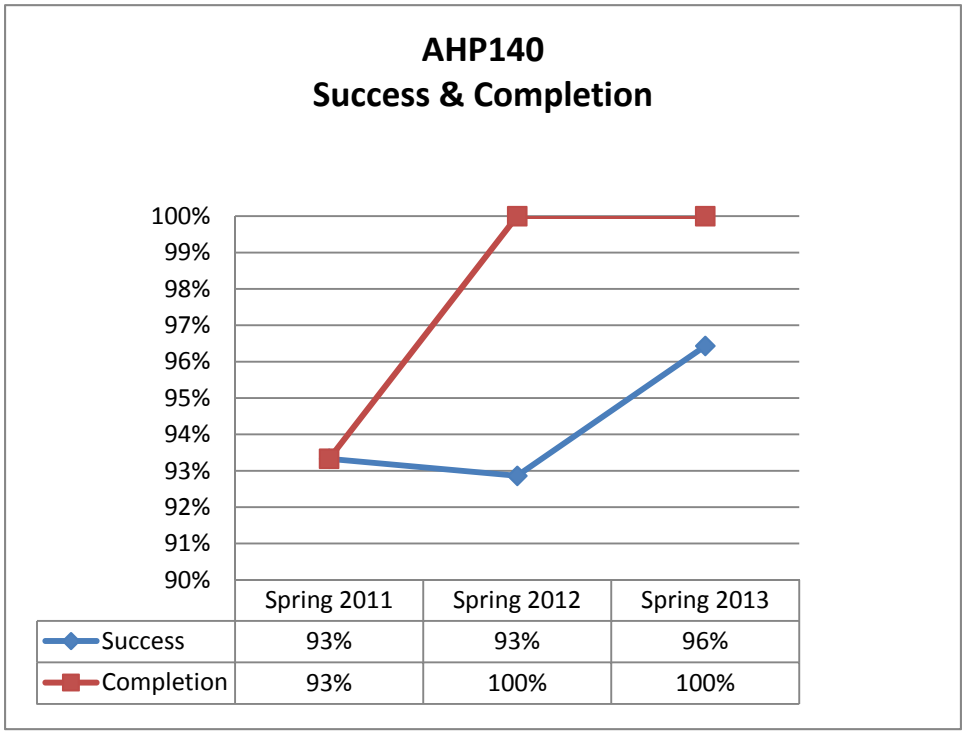


	Fall 2010	Fall 2011	Fall 2012
Success	81%	64%	94%
Completion	94%	71%	97%



	Spring 2011	Spring 2012	Spring 2013
Success	93%	79%	93%
Completion	100%	100%	100%


AHP130
Success & Completion
100%
95%
90%
85%
80%
75%
70%
65%
60%
Fall 2010
Fall 2011
Fall 2012
Success
61%
76%
90%
Completion
78%
95%
97%


AHP140
Success & Completion
100%
99%
98%
97%
96%
95%
94%
93%
92%
91%
90%
Spring 2011
Spring 2012
Spring 2013
Success
93%
93%
96%
Completion
93%
100%
100%